BC OnLine

Deposit Account System
User's Guide
for Applying Charges

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Typographic Conventions

Typographic conventions are used with the following meanings:

Screen names and field names are capitalized. For example:
In the Transaction screen, move to the Search field.

Buttons and other "clickable" items appear in bold. For example:
Click **Submit**.

Required input (that you enter exactly as shown) appears in Courier font. For example:
Type: `BC OnLine`

Variable input (that you provide) appears in italic Courier font. For example:
Type your *`Password`*

System messages (and other screen output) appear in bold Courier font. For example:
`PASSWORD CHANGE COMPLETED`

Tips, Notes, Important Notes, Cautions, and Warnings appear as shown below:

Tip
A way to make your work easier.

Note
Further information about the current subject.

Important
An emphatic note about the current subject.

Caution
An important point that could prevent an inconvenience.

Warning
An important point that could prevent a financial loss, or loss of data.

Folio Tag

The “Folio Tag” is a 15-character field on each BC OnLine search screen. If your client wishes, you can enter a name, number, or alphanumeric of their choice to “tag” each transaction they request. This tag will be printed on your client’s BC OnLine statement. If your client passes on the cost of BC OnLine searches, or if their organization has multiple cost centres using the same BC OnLine account, this can help them with their office accounting.

There is no charge for using the folio tag. If you don’t use it, the folio field on the client’s statement will be blank.

Tip
Ask the client if they want you to use a folio tag before performing a transaction.

Deposit Account System Overview

Staff in organizations such as provincial and municipal government can use the BC OnLine Deposit Account System to charge their customers for services (e.g., registry searches, certificates, or photocopying). For example, if a law firm requests a corporate change of name, Corporate Registry staff can use the Deposit Account System to charge the firm's BC OnLine deposit account for the service.

Benefits

The Deposit Account System simplifies fee collection by eliminating the need to handle cash, cheques, credit cards, and journal vouchers. The system takes care of all accounting details, giving both the service provider and their customers a regular statement listing all charges.

Ease of Use

The Deposit Account System includes some handy features that make data entry easier and more accurate. The Option field lets you control the initial state of the Charge Entry screen (see Option on page 7). The *Prefix* field lets you pre-fill the input fields in the Charge Entry screen with a sequence of characters that will be used over and over again (see Appendix 3: Setting the Prefix Field on page 35).

Security

BC OnLine clients can protect their deposit account by establishing a *Verification Word*. If a customer has establishes a secret Verification Word with BC OnLine, that word will appear on your Charge Entry screen. Persons who request a service over the phone must state the Verification Word correctly in order to charge that account.

If your organization or the customer's organization establishes an *Authorization Message*, it will appear on your Charge Entry screen. The message prompts you to take some action (e.g., verify that the person who is requesting a service over the phone is entitled to receive that service).

If no Verification Word or Authorization Message is established, none will appear on your screen.

Charges Easily Reversed

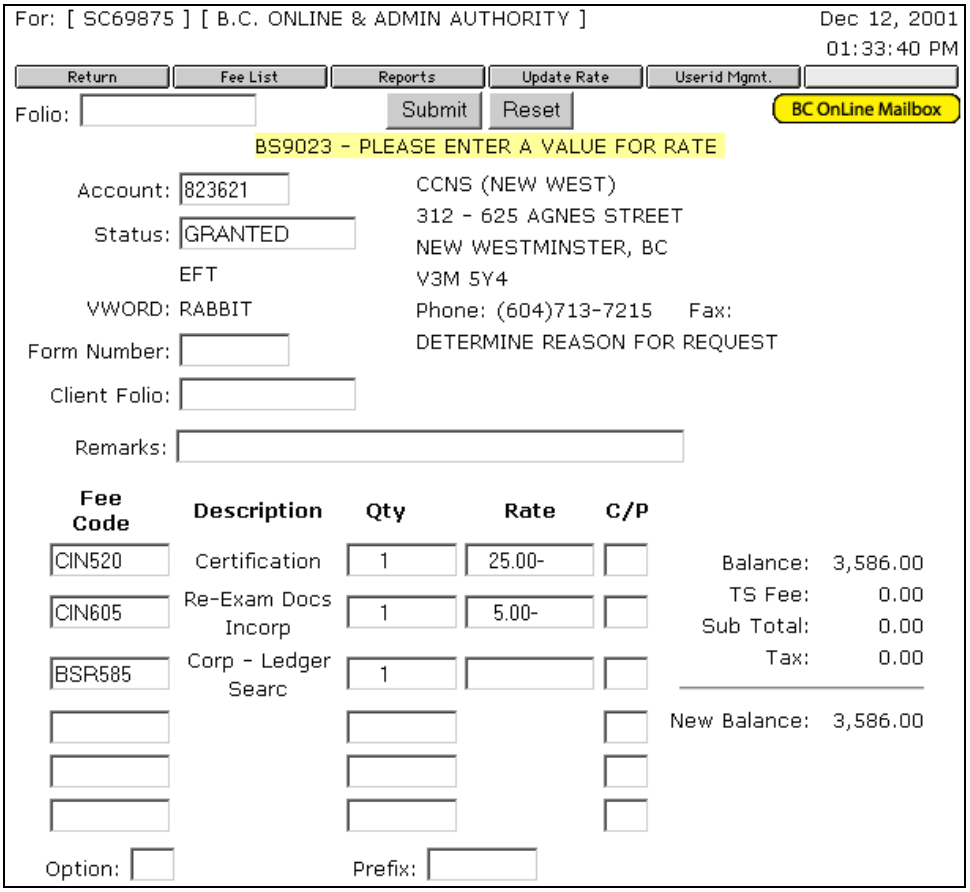
The Deposit Account System lets you easily reverse any charge that your organization applied to a customer's BC OnLine account. See Reverse a Charge on page 23.

Reports

The Deposit Account System lets you generate detailed reports on account activities such as *All Transactions in One Day*, *All Transactions for One Customer Account*, *All Transactions by One Clerk*, or *All Transactions Involving One Fee Code*. See Generating Reports on page 13 for examples.

Charge Entry Screen Overview

The Charge Entry screen lets you charge fees to a customer's BC OnLine deposit account. Up to six fees can be charged to one account per screen.



The following pages describe the fields on the Charge Entry screen in detail.

`Account` (required)
Type the customer's BC OnLine account number.

`Status` (display)
The status of the customer's BC OnLine account. One of three values will appear in this field:

- **`Blank`** A blank Status field indicates that the account belongs to a government ministry or to an agency which is fee-exempt (non-billable). The Deposit Account System will not allow you to charge these accounts, but you can still verify that the account exists.
- **`GRANTED`** The status is Granted in most cases. A Granted account starts the day "in the black" with funds available. The current balance appears in the Balance field.
- **`REVOKED`** The Status is Revoked if the customer's account does not contain any funds. Customers can contact BC OnLine to deposit funds to their account by cheque, electronic cheque, or Electronic Funds Transfer. The Deposit Account System is able to process charges against a Revoked account.

EFT Status (display)
If the BC OnLine client has established Electronic Funds Transfer, **EFT** will appear beneath the Status field. If the BC OnLine client has not established Electronic Funds Transfer, the EFT Status field will not appear.

The EFT status should help you decide whether to apply a charge or not when the account has insufficient funds. If there is an EFT, then the nightly fund transfer ought to move sufficient funds into the account to cover the charge.

VWORD (display)
This will appear if the BC OnLine client has established a secret Verification Word as an added level of protection for their deposit account. If the Vword appears, customers who request a service over the phone must state the Vword correctly in order to charge the account. If the BC OnLine client has not established a Verification Word, the VWORD field will not appear.

Account Name and Address (display)
The customer's Account Name and Address will appear to the right of the Account information. Review this carefully to ensure that the account number is correct.

Form Number (optional)
Some Government users of the Deposit Account System have "store front" offices where the public can drop in for services. In these situations, the customer will fill out a numbered form to request a service. The form number is recorded by the Deposit Account System, allowing for easy search and retrieval of transactions.

Authorization Message (display)
If the BC OnLine client or your organization has established an Authorization Message, it will appear as highlighted text beneath the account Name and Address. These messages can be set up by the customer's organization to (for example) prompt you to verify that persons who request a service over the phone are entitled to receive that service. These messages can also be set up by your organization to provide a custom message for any customer account. If no Authorization Message has been set up, the field will not appear. The Authorization Message is for information purposes only. It will not restrict your ability to process fees against a BC OnLine Deposit Account.

Client Folio (optional)
Some BC OnLine clients bill clients of their own for services they request through the BC OnLine Deposit Account system. The BC OnLine statement will group records with the same folio together on the statement. This feature is a bookkeeping aid to BC OnLine customers, and is part of both BC OnLine and the provincial government's Quality Service programs.

Remarks (optional)
This field can be used to enter text that will be associated with the Deposit Account transaction.

Fee Code (required)
The Fee Code column allows you to enter up to six fee codes on one screen. At least one fee code is required to complete a transaction. If you wish to see the codes that you are allowed to use, click the **Fee List** button. See Selecting Fee Codes on page 11.

Description (display)
The Description field displays a description of each fee code you enter in the Fee Code column.

Qty (required)
The Quantity field must be completed for each fee code. The system multiplies the quantity times the dollar rate to calculate the charge that is applied to the customer's account. Depending on the setting of the Option field, the Qty field defaults to 1 or blank.

Rate (display)
The Rate field shows the unit cost of a fee. All rates that deduct money from an account have a negative (-) sign after the value.

C/P (optional)
If the Current/Past field is left blank or is set to C, the current rate for the fee code is used. If the C/P field is set to P, the previous rate for that fee code is used.

Balance (display)
The Balance field shows the current balance of the customer's BC OnLine Deposit Account. If the account is Billable, the BC OnLine Deposit Account system will apply the charge regardless of the account balance. Your organization's internal policies should say if it is acceptable to charge an account with a negative balance.

Sub Total (display)
The Sub Total field shows the total of the charges being applied in this transaction. It is the sum of the Quantity times the Rate for each Fee Code.

Tax (display)
The Tax field shows any taxes if applicable. Because most Provincial Government services are exempt from Federal taxes, this field will usually be blank.

New Balance (display)
The New Balance field shows what the account balance will be after you apply the charge.

`Option` (optional)
The Option field lets you control the initial state of the Charge Entry screen, including which input fields start out blank, which input fields are left filled in, and where the cursor appears. The options are: blank, 2, 3, 4, 5, and 6. The table below shows the effect of each option code on a new Charge Entry screen after you have filled in the fields once and applied a charge.

Option	Input Fields Blanked Out	Input Fields Left Filled In	Cursor Location
Blank	All	None	Account
2	All except Account	Account	Account
3	All except Account	Account	Form Number
4	All except Account	Account	Fee Code
5	Quantity	All except Quantity	Quantity
6	Account	All except Account	Account

You can choose an option code to match your situation. For example:

- If you are applying several different charges to a single account, choose option 2. The account information will stay on the screen so you don't have to enter it again.
- If you are applying the same charge to several different accounts, choose option 6. The charge information will stay on the screen so you don't have to enter it again.
- If you are applying several different fee codes to a single account, choose option 4. The account information will stay on the screen so you don't have to enter it again, and the cursor will stay in the Fee Code field.

These options are programmed into the Deposit Account System by BC OnLine. If you think of a new option that would make applying charges easier for you, ask your supervisor to contact BC OnLine with the suggestion.

`Prefix` (optional)
The Prefix is an optional field which can reduce data entry in the Fee Code fields. If your fee codes all start with the same string of letters or numbers, you can enter that string in the Prefix field. The system copies the string to all the Fee Code fields, so you only need to finish the fee codes off with the last part of the number. For example, let's say that all the fee codes begin with ABC00 and the last number can be 1, 2, or 3. If you enter `ABC00` in the Prefix field, you will only need to add `1`, `2`, or `3` to the Fee Code fields. See Appendix 3: Setting the Prefix Field on page 35 for more detailed information.

`System Messages` (display)
These messages inform you of errors, actions to be taken, or the status of an account.

These buttons appear in the BC OnLine Button Bar:

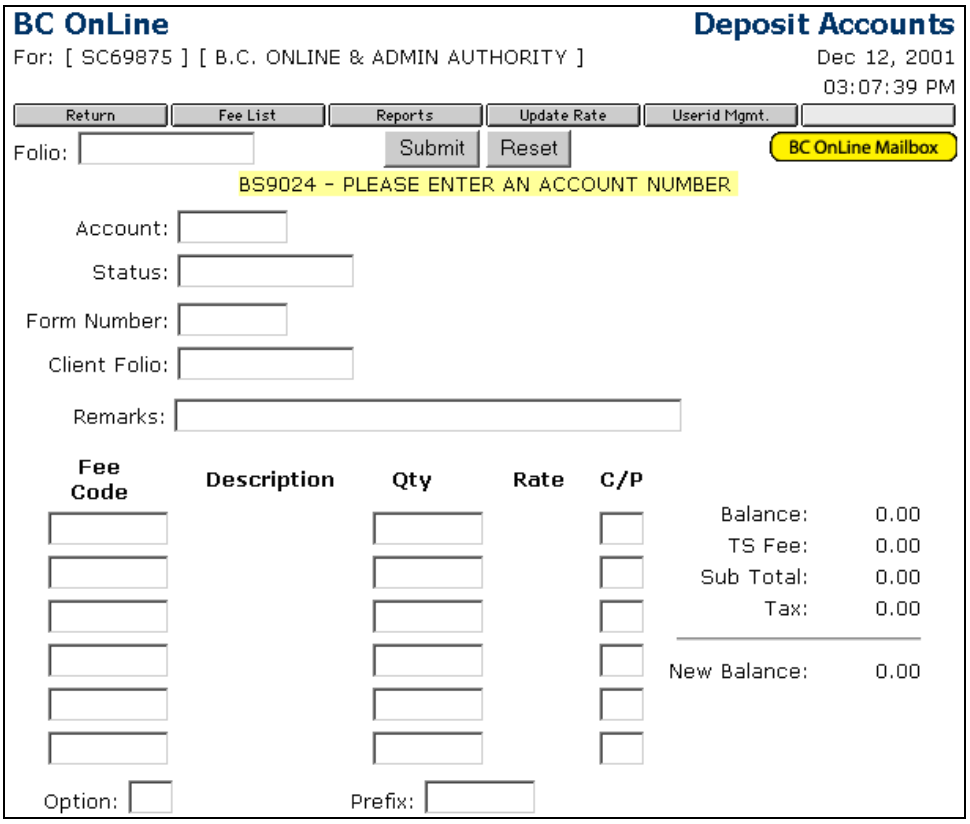
- The **BC OnLine Mailbox** button takes you to your BC OnLine Mailbox, as specified in your product delivery options. See Product Delivery Options on page 25.
- The **Return** button takes you to the previous screen. Always use this button to go back a step (do not use your browser's Back button).
- The **Fee List** button takes you to the Fee Selection screen. See Selecting Fee Codes on page 11.
- The **Reports** button takes you to the Reports Selection Criteria screen. See Generating Reports on page 13.
- The **Userid Mgmt** button takes you to your organization's BC OnLine Userid Management screen.
- The **Help** button displays a help screen for whatever screen you are currently on.

Charging Fees to a Customer's Account

The following instructions describe the simplest method of using the Deposit Account system. Your organization's policies and procedures may vary.

From your Main Menu, select the BC OnLine Deposit Account System. How you do this depends on whether you use the BC OnLine Main Menu or your organization's own interface with BC OnLine.

You will see a blank Charge Entry screen. This screen's initial state is determined by your option and prefix settings. See Option on page 7 and Appendix 3: Setting the Prefix Field on page 35.



Charging a customer's account is a two-step process.

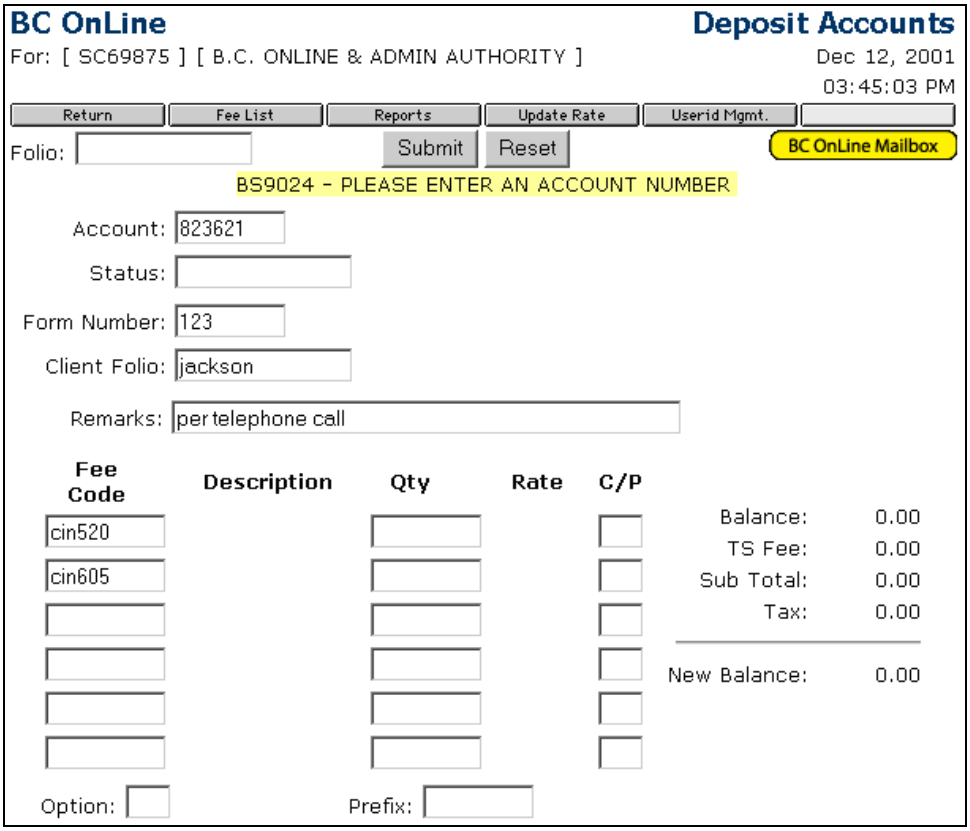
1. Enter the customer's account number, the fee codes for the services they request, and the quantity of each fee code (these three items are required). You can also fill in the other optional fields. When you click **Submit**, the system displays information about the customer's account and calculates the total cost of the transaction.
2. Review the information in the Charge Entry screen and fix any errors. When you click **Submit** the second time, the system applies the charge to the customer's deposit account and the transaction is recorded.

Filling in the Charge Entry Screen

With the blank Charge Entry screen displayed, complete the following:

- Customer's BC OnLine Deposit Account Number (required)
- Form Number (if required)
- Client Folio (if supplied by client)
- Remarks (if applicable)
- Fee Codes (required; maximum of six fee codes per screen). See Selecting Fee Codes on page 11.
- Quantity for each Fee Code (required)

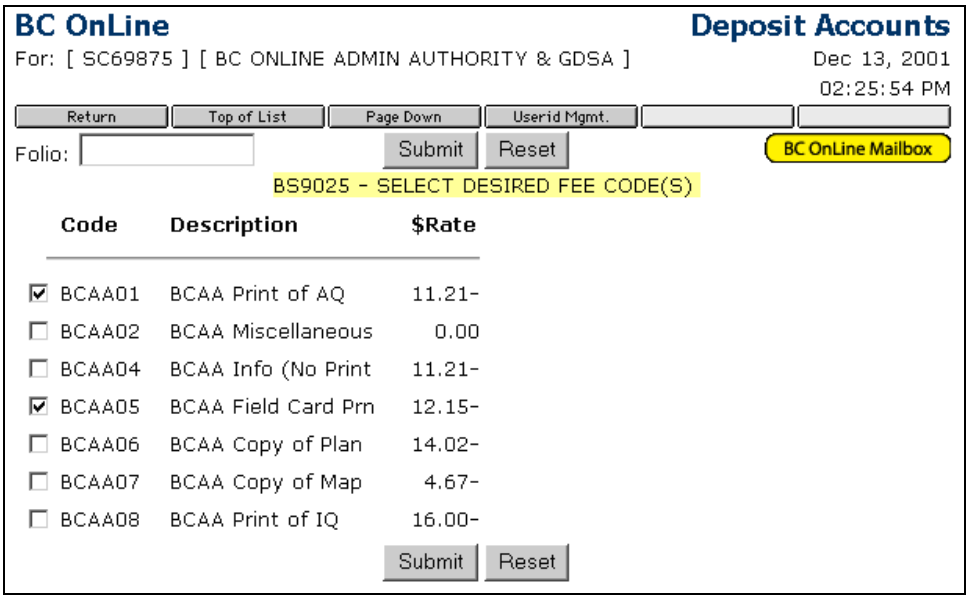
When you click **Submit**, the system will fill in the display fields with information for you to review.



Selecting Fee Codes

You can enter fee codes directly into the Charge Entry screen's Fee Code fields, or you can select fee codes from the Fee Code Selection screen. While you are learning the Deposit Account system, you may prefer to use the selection screen until you are familiar with fee codes. Once you are familiar with your fee codes, you will probably prefer to enter them directly on the Charge Entry screen.

To display the list of fee codes, click the **Fee List** button in the BC OnLine button bar.



The Fee Code Selection screen lists codes in two columns per screen. If there is more than one screen, Click [Page Down] for more... will appear in the lower right corner. Click this button to view more fee codes.

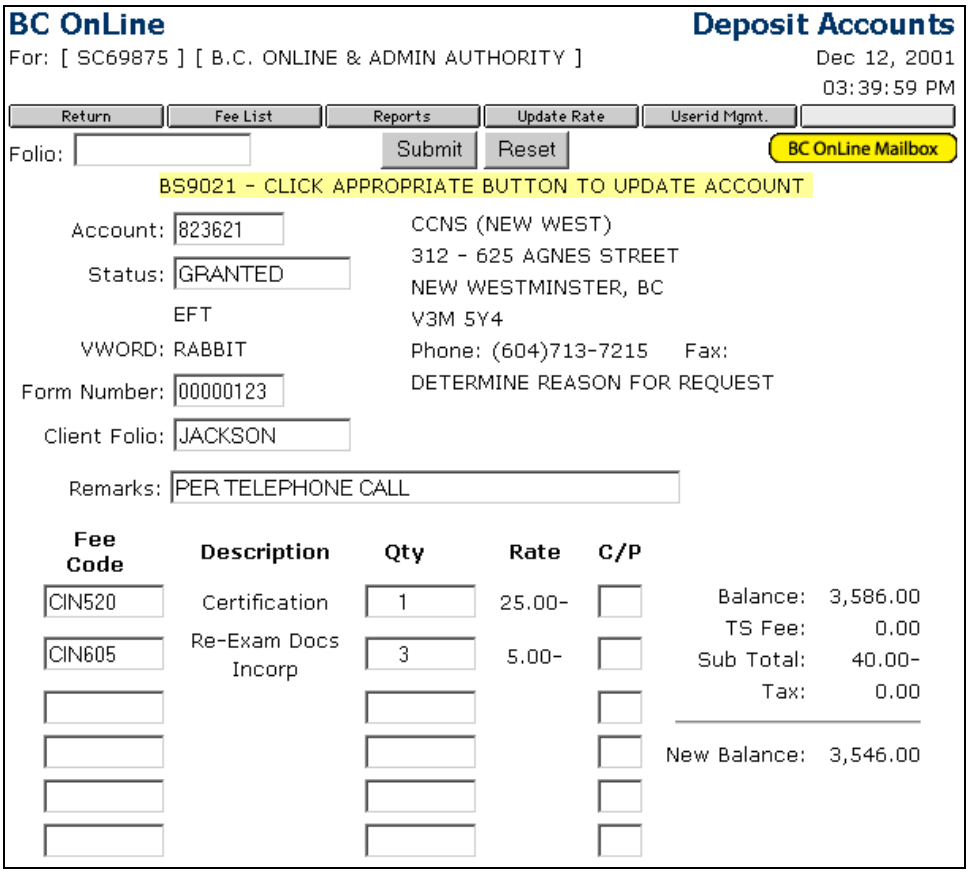
You can select up to six check boxes to select the fee codes you want. Because the Charge Entry screen contains six Fee Code fields, any more than six selections will be ignored. In the previous example, fee codes BCAA01 and BCAA05 were selected.

> **Note**
> For information on zero dollar variable fee codes, see Appendix 1: Zero Dollar Fee Codes on page 26.

When you have selected your fee codes, click the **Return** button in the BC OnLine button bar. The system will copy the fee codes you selected to the Charge Entry screen.

Reviewing the Charge Entry Screen

No charges are applied when you fill in the Charge Entry screen and click **Submit** the first time. At this point, account information and fee code information are displayed for you to review and verify. Check this screen carefully to ensure that everything is correct.



Some important things to check:

- Is the Account Name and Address correct for the Account number you entered?
- Are the Fee Codes, Descriptions, and Quantities correct for this transaction?
- Does the account have sufficient funds to cover the costs of the services?
- If this is a telephone request and a Verification Word (VWORD) appears on your screen, has the caller quoted the Verification Word correctly?
- If this is a telephone request and an Authorization Message appears on your screen, have you read and followed the prompt?

Make any necessary corrections, then click **Submit** again to apply the charge to the customer's deposit account.

You will return to the Charge Entry screen, which will be in an initial state determined by your Option and Prefix settings. See Option on page 7 and Appendix 3: Setting the Prefix Field on page 35.

Generating Reports

Whenever you charge a customer's account, the Deposit Account System records the details of the transaction. The report function provides quick online access to these records (see Appendix 2: Example Reports on page 28 for some example reports). You can search for, view, and print transaction records from the previous 16 months. Records older than 16 months are kept on tape and stored offsite.

To generate a report, fill in the Selection Criteria screen and specify:

- how the report should be sorted.
- whether the report should be displayed or printed.
- whether the report should be summary or detailed.

There are two Selection Criteria screens:

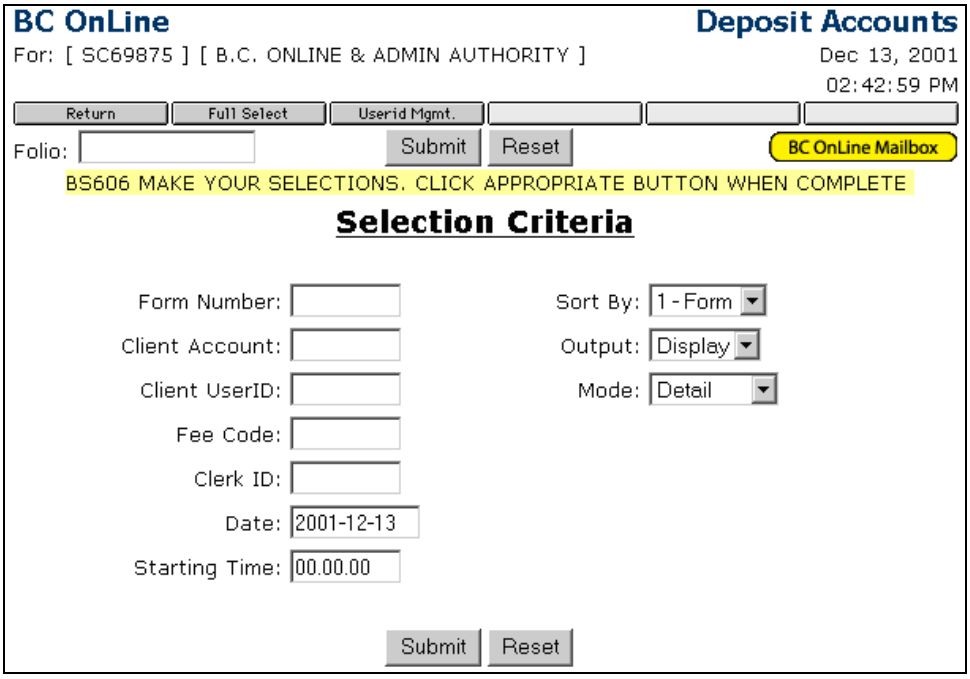
- The Brief Selection Criteria Screen (see page 14) lets you quickly search for transaction records from a single day.
- The Full Selection Criteria Screen (see page 16) lets you search for transaction records from a range of days, accounts, fee codes, or clerks.

The fewer Selection Criteria fields you complete, the more transaction records your search will find, and the larger your report will be. By completing the Selection Criteria fields, you filter the records that will be included in your report. For example, if you leave the Fee Code field blank, your report will include records for all fee codes. If you complete the Fee Code field, only those records that contain the Fee Code you specified will appear in your report.

After completing the Selection Criteria screen, you will go to the Record Index Screen (see page 18).

Brief Selection Criteria Screen

From the Charge Entry screen, click the **Reports** button in the BC OnLine button bar. You will go to the Brief Selection Criteria screen.



The Brief Selection Criteria screen has two parts. The left part contains input fields where you can enter your selection criteria. Fill in one or more of these input fields, then specify a Date and (optionally) a Starting Time. The more fields you fill in, the smaller and more precise your report will be.

The right part of the screen contains three output controls that determine how the report will be sorted, whether the report will be printed or displayed, and whether the report will contain detailed or summary information.

Input Fields

The more fields you complete, the smaller and more precise the resulting report will be.

> **Caution**
> Depending on the number of fields you leave blank, you could produce *very* large reports. Approximately 18,000 transaction records are generated each day in the Deposit Account System.

`Form Number` (optional)
Enter a *`Form Number`*. Some Government users of the Deposit Account System have "store front" offices where the public can drop in for services. The customers fill out numbered forms to request services. The Deposit Account System keeps track of the form numbers, allowing easy search and retrieval of transaction records. If you use this field as selection criteria, the Sort By field must be set to **1 - Form**.

Client Account (optional)
Enter a *BC OnLine Deposit Account Number*. If you fill in this field, the Sort By option must be set to **2 - Client**.

Client Userid (optional)
Enter a *BC OnLine Client Userid*. Many BC OnLine clients have userids that allow them to perform their own searches and registrations. This userid, along with their account number, is included in the billing record created by the BC OnLine Deposit Account System. If you fill in this field, the Sort By option must be set to **2 - Client**.

Fee Code (optional)
Enter a *Fee Code*. You cannot use the Fee Code as your only selection criteria.

Clerk ID (optional)
Enter a *Clerk's BC OnLine Client Userid*. If you fill in this field, the Sort By option must be set to **3 - Clerk**.

Date (required)
The date field must be set to any valid date in the previous 16 months. This field defaults to the current date.

Time (optional)
The time field can be set to any valid time in the 24-hour clock. By default, the time is set at 00.00.00.

Output Controls

After filling in the Selection Criteria fields, set the output controls.

Sort By (required)
The Sort By option determines how the report will be sorted. The options are **1 - Form**, **2 - Client**, or **3 - Clerk**. Take care to select the Sort By method that applies to your selection criteria. For example, selection 2 only makes sense when used with the Client Account field or the Userid field. If you select a Sort By option that does not match the input fields you have completed, your report might contain too many records or no records at all.

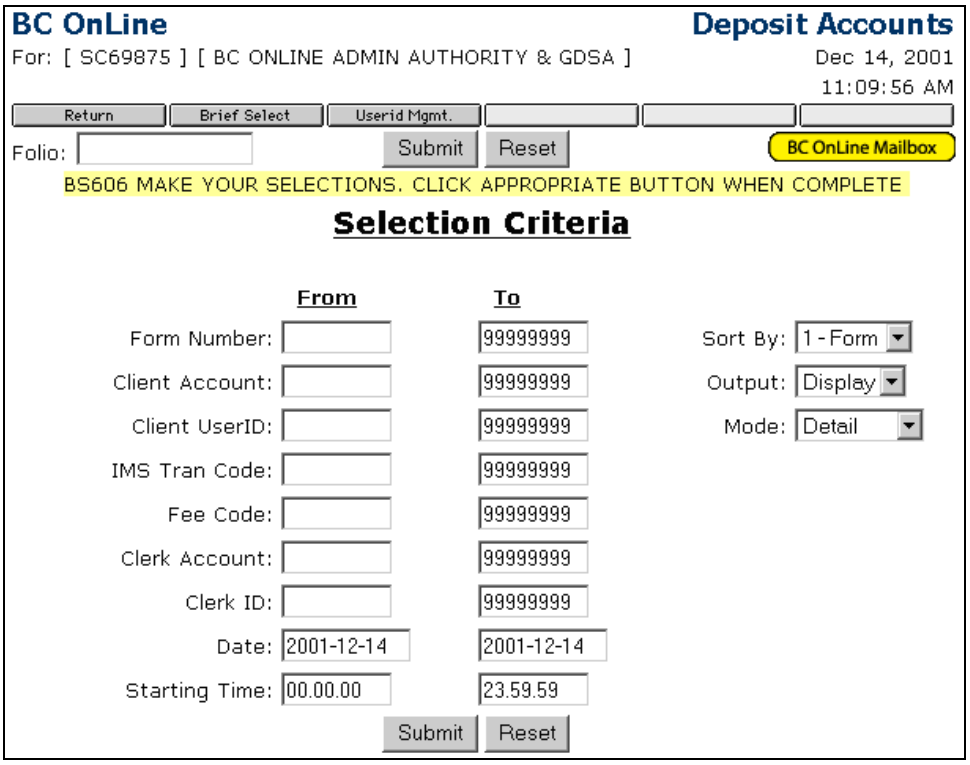
Output (required)
Select **Display** or **Send to Mailbox**. The Output option determines whether the report will be displayed on your screen or sent to the destination specified in your product delivery settings (see Product Delivery Options on page 25).

Mode (required)
The Mode option determines whether the system generates a detailed report (an index screen showing all transaction records that match the selection criteria) or a summary report (a simple screen showing the total number and cost of all transactions matching the selection criteria). Choose either **Detail** or **Summary** (for most reports, detailed information is required).

When you click **Submit**, one of two things will happen. If you selected the Display option, your report will appear in the Record Index screen (see page 18). If you selected the Send to Mailbox option, your report will be sent the destination specified in your product delivery settings (see Product Delivery Options on page 25).

Full Selection Criteria Screen

When you first select Reports, you will go to the Brief Selection Criteria screen. This screen is fine for searching a single customer account, a single clerk ID, or a single day. However, if you wish to search a *range* of customer accounts, clerk IDs, or dates, you can use the Full Selection Criteria screen. From the Brief Selection Screen, click the **Full Select** button in the BC OnLine button bar.



The Full Selection Criteria screen has two parts. The left part contains two columns of input fields where you can enter ranges of selection criteria. Fill in one or more of these input fields, then specify a Date and (optionally) a Starting Time. The more fields you fill in, the smaller and more precise your report will be.

The right part of the screen contains three output controls that you use to indicate how you want the report sorted, whether you want the report displayed or printed, and whether you want the report to contain detailed or summary information.

Input Fields

The fields on the Full Selection Criteria screen are the same as the fields on the Brief Selection Criteria screen (see page 14) with the following extras:

`From and To Fields`
Rather than having a single column of input fields, the Full Selection Criteria screen has two columns. You can fill in the From and To fields to select transaction records from a *range* of accounts, clerk IDs, fee codes, or dates.

When a field in the From column is blank and the corresponding field in the To column is 99999999, no filtering will take place on those selection criteria. If a From/To range is

specified, only records that fall within the specified range will appear in your report. If you make the From and To columns the same, only records which exactly match the selection criteria will be selected.

`IMS Tran Code` (optional)
Enter a *`BC OnLine Transaction Code`*. If you are familiar with the transaction codes that your organization uses, you can use them as selection criteria here. If you fill in this field, the Sort By option must be set to **1 - Form**.

`Clerk Account` (optional)
Enter a *`Clerk Account Number`*. If you fill in this field, the Sort By option must be set to **3 - Clerk**.

Caution

Depending on the criteria you specify, you could produce *very* large reports. Approximately 18,000 transaction records are generated each day in the Deposit Account System.

Output Controls

After filling in the Selection Criteria fields, set the output controls.

`Sort By` (required)
The Sort By option determines how the report will be sorted. The options are **1 - Form**, **2 - Client**, or **3 - Clerk**. Take care to select the Sort By method that applies to your selection criteria. For example, selection 2 only makes sense when used with the Client Account field or the Userid field. If you select a Sort By option that does not match the input fields you have completed, your report might contain too many records or no records at all.

`Output` (required)
Select **Display** or **Send to Mailbox**. The Output option determines whether the report will be displayed on your screen or sent to the destination specified in your product delivery settings (see Product Delivery Options on page 25).

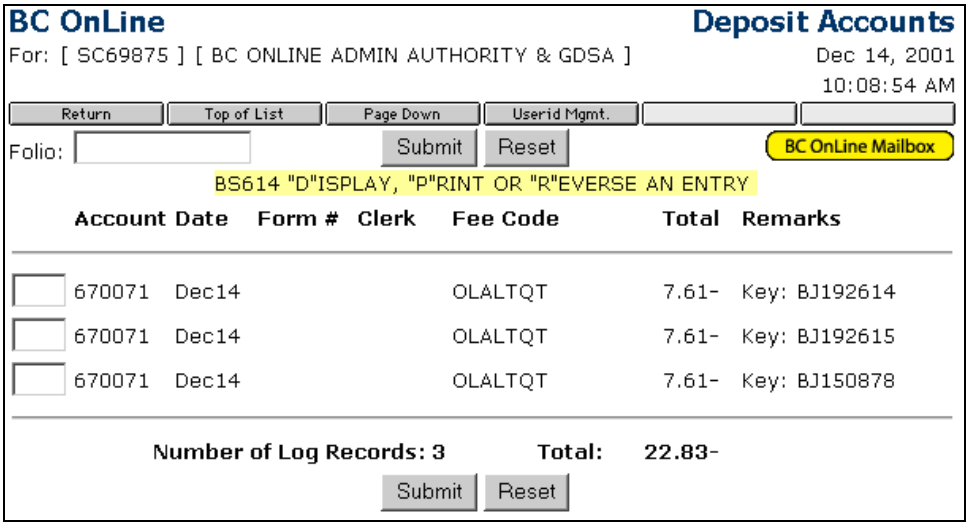
`Mode` (required)
The Mode option determines whether the system generates a detailed report (an index screen showing all transaction records that match the selection criteria) or a summary report (a simple screen showing the total number and cost of all transactions matching the selection criteria). Choose either **Detail** or **Summary** (for most reports, detailed information is required).

When you click **Submit**, one of two things will happen. If you selected the Display option, your report will appear in the Record Index Screen (see page 18). If you selected the Send to Mailbox option, your report will be sent the destination specified in your product delivery settings (see Product Delivery Options on page 25).

Record Index Screen

If you selected the Display option in the Selection Criteria screen, your report will appear in the Record Index screen. These transaction records are sorted according to the Sort By option that you chose in the Selection Criteria screen.

If there is more than one screen, Click [Page Down] for more... will appear in the lower right corner. Click this button to view more records.



The Record Index screen has seven columns, which display:

- the customer's BC OnLine account number.
- the date that the charge was applied.
- the form number (if one was entered).
- the clerk's userid.
- the transaction's fee code.
- the total cost of each transaction.
- remarks (if any were entered).

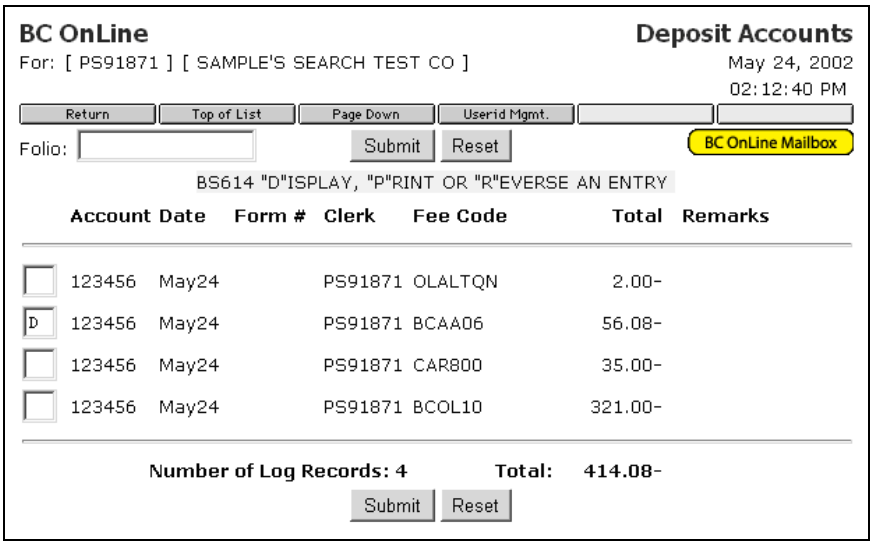
At the bottom of the report, the Record Index screen shows the total number of transaction records, and their total cost.

You can use the input fields at the left of the Record Index screen to:

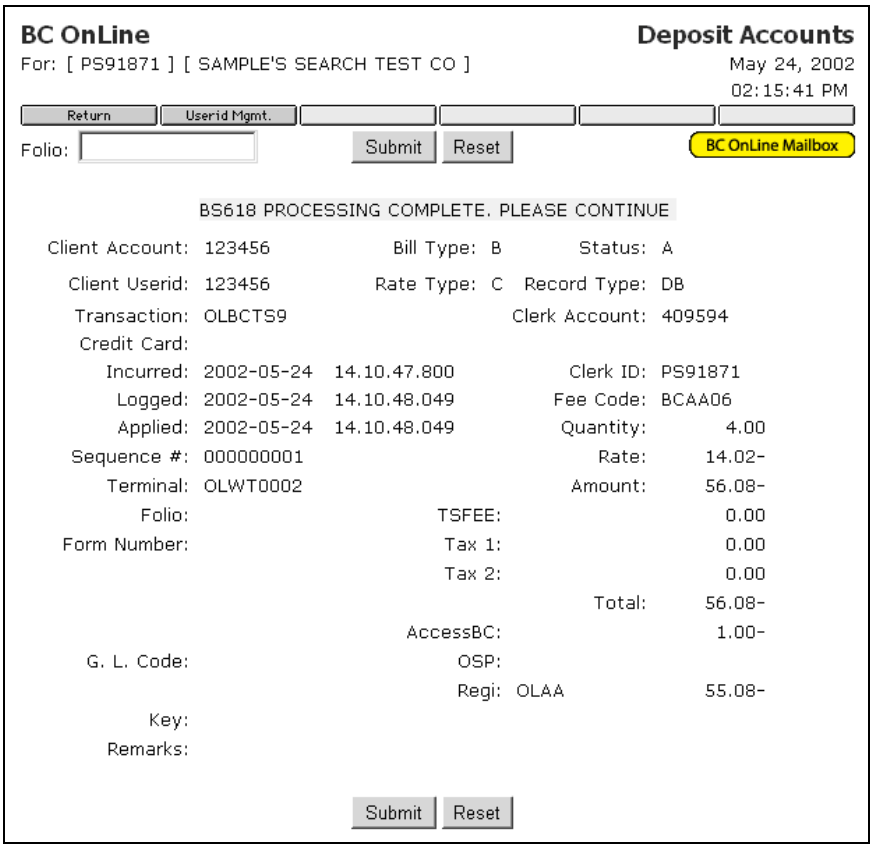
- Display a Detail Record (see page 19).
- Print a Detail Record (see page 22).
- Reverse a Charge (see page 23).

Display a Detail Record

You can display the details of any transaction records in the Record Index screen.



Type D in the input fields next to the transaction records you are interested in, then click **Submit**. In the example above, the second record in the report will be displayed in the Detail Record screen.



The following list describes the fields on the Detail Record screen in detail.

Client Account
The BC OnLine account number to which the charge was applied.

Client Userid
The BC OnLine userid of the person who requested the charge. If the record is from the Deposit Account system, the Userid will be the Account Number.

Date Applied
The date that the transaction was executed and the charge was applied to the customer's BC OnLine account.

Time Applied
The time that the transaction was executed and the charge was applied to the customer's BC OnLine account.

Tran Code
The transaction code which created the transaction record. Some systems (such as the Personal Property Registry) have their own transaction codes which can generate unique transaction records for the Deposit Account System.

Tran Mode
The mode of the transaction (View, Retrieve, Print, etc.). The mode is set to blank by the Deposit Accounts transaction.

Seq #
The Sequence Number is the number of completed fields from the Charge Entry screen. The first entry in the screen is number 00001, the second completed line on the data entry screen in 00002. The highest possible number is 00006, as there are only six input fields for fee codes.

Type of Charge
The type of the transaction. Valid types are:

- `db` Debit Record. A record which deducts fees from a BC OnLine Deposit Account.
- `dr` Debit Reversal. A record which has been reversed. This used to be DB before the record was reversed.
- `rd` Reversed Debit. A reversing record which puts money back into a BC OnLine Deposit Account.

Terminal
The terminal that the transaction was executed from.

Folio
The Folio can be set by the client when they execute their own BC OnLine transactions, or entered by you when you complete a BC OnLine Deposit Account transaction.

Form Number
If your organization receives requests from the public on forms with pre-printed numbers, the form numbers would be displayed here.

Key
The unique key used in BC OnLine transactions such as Land Titles, Companies, or Personal Property Registry.

Remarks
Any remarks entered by you in the BC OnLine Deposit Account system.

Clerk Account
The BC OnLine account number of the clerk who applied the charge.

Clerk Userid
The BC OnLine userid of the clerk who applied the charge.

Fee Code
The fee code applied against the client account.

Qty
The quantity of items put through for a fee code.

Rate
The dollar rate (cost) of the transaction.

Amount
The transaction cost. This amount is the rate times the quantity.

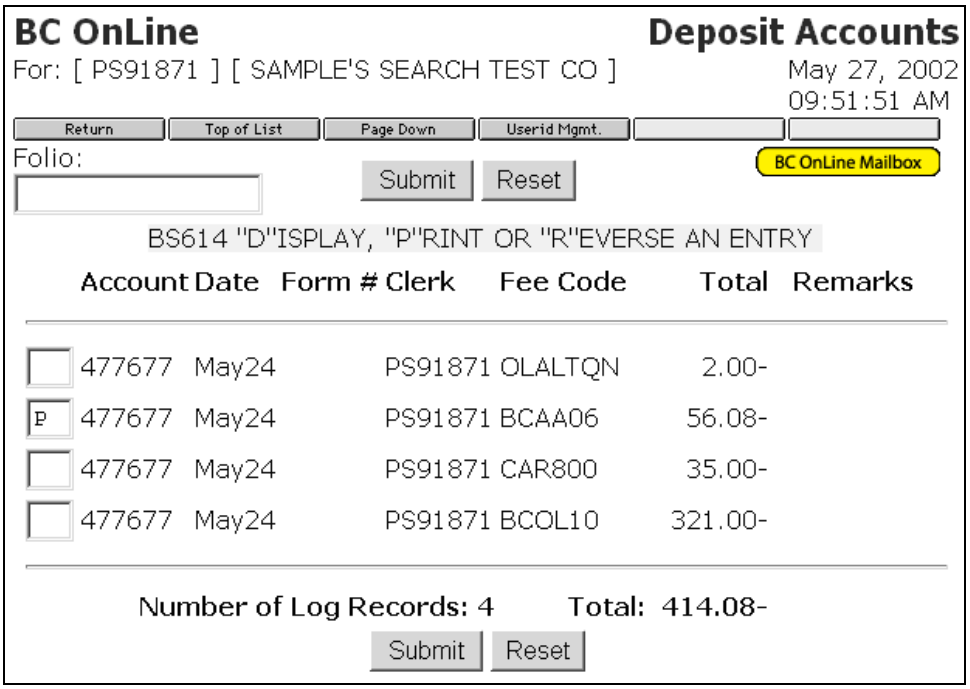
Tax Code (Tax 1 or Tax 2)
The taxes that apply to this transaction. If taxes do not apply, the Tax Code will be blank.

Tax Amount
The amount of tax calculated against the Amount field.

Total
The total of the Amount and Tax Amount fields.

Print a Detail Record

You can print the details of any of the transaction records that appear in the Record Index screen. Type P in the input fields next to the transaction records you are interested in.

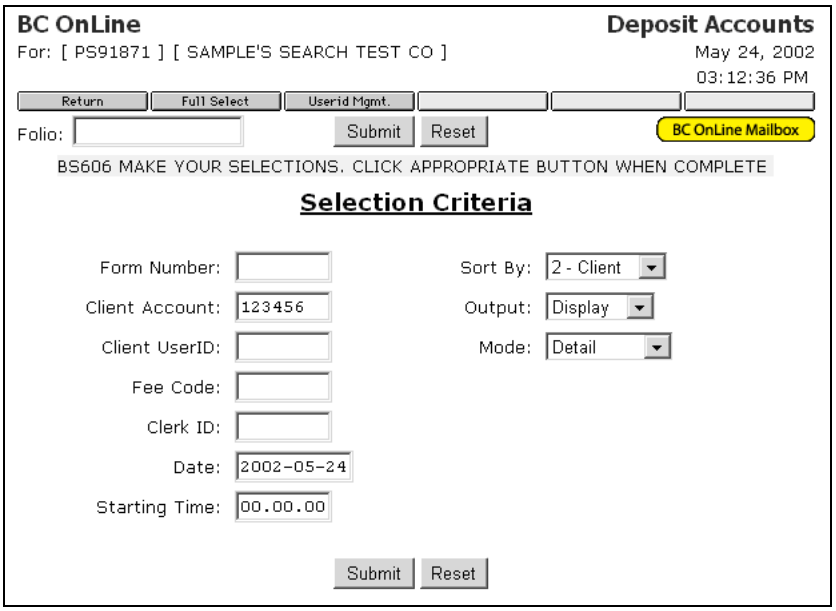


In the illustration above, the second record has been selected for printing.

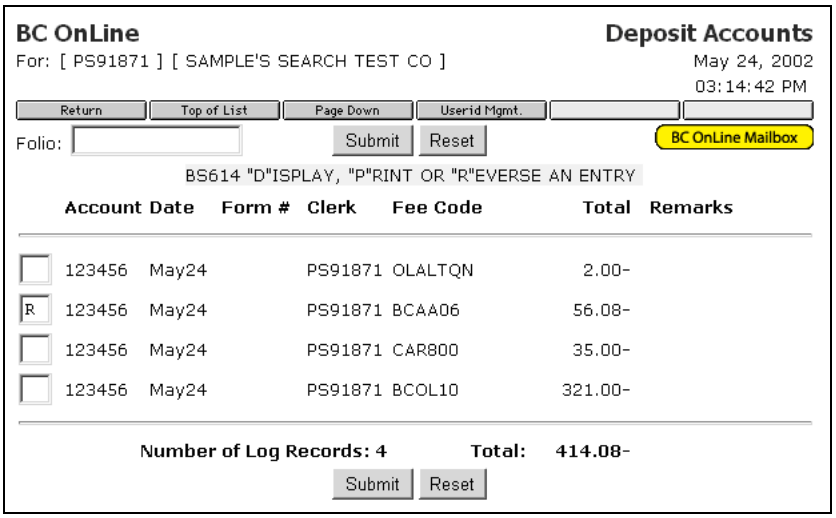
Click **Submit** to send details of the selected records to the destination specified in your product delivery settings (see Product Delivery Options on page 25).

Reverse a Charge

Occasionally, you might need to reverse a charge in order to return a fee to a customer's BC OnLine deposit account. The Deposit Account System provides a "point and shoot" method for reversing charges. You can reverse any fee code that you can apply, but no others. For example, if you can apply fee code ABC100, then you can reverse fee code ABC100. If you cannot apply fee code XYZ900, then you cannot reverse fee code XYZ900. The following screens illustrate the reversal process from beginning to end, starting at the Brief Selection Criteria screen. Assume for this example reversal that a $56.08 charge has been applied in error to account 123456.

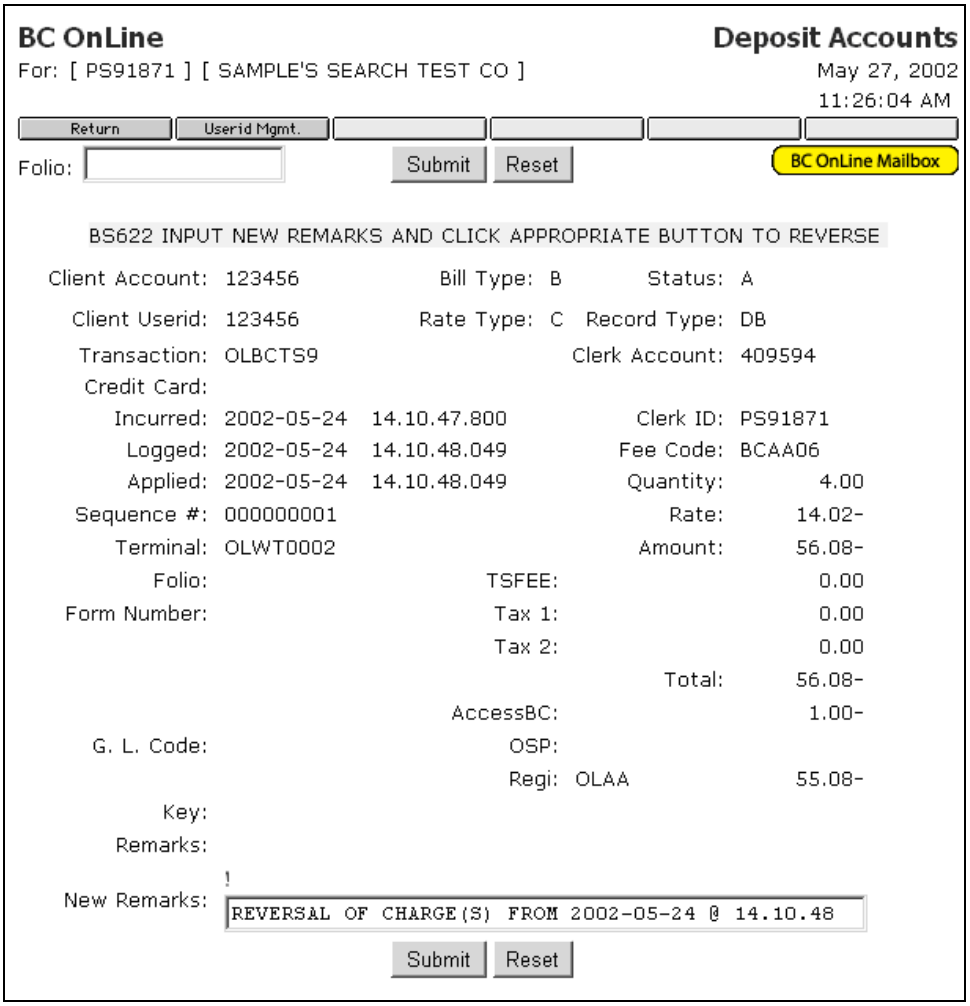


The Selection Criteria screen shown above will generate a report of all charges that were applied against BC OnLine account 123456 on May 24th, 2002. The Record Index screen displays all transaction records that match your selection criteria.



To reverse a charge, type R beside the appropriate transaction record and click **Submit**.

The details of the record will appear, along with a New Remarks field for you to update. The New Remarks field will already contain default text that you can accept or change. You can leave the text as it is or type more appropriate text if you wish. The text in the New Remarks field will be copied to the Remarks field of the new reversing entry, and printed on the customer's BC OnLine statement.



The original transaction record is not deleted when you reverse a charge. A new transaction record is created which negates the effect of the original charge. The original charge deducted money from the client's account with a negative sign (-) and the reversing entry puts the money back with a positive (or blank) sign.

When you are satisfied that the screen is correct, click **Submit** and the system will record a new "reversing entry". The reversing entry is identical to the original record, except it puts money back into the customer's BC OnLine Deposit Account.

When the confirmation message **`BS623 REVERSING RECORD HAS BEEN CREATED`** appears, click **Submit** again to return to the Report Selection screen.

Product Delivery Options

Depending on how your *Product Delivery Options* are set up in BC OnLine's Account Management System, printable items will be delivered to your:

- Personal BC OnLine **User Mailbox**
  Each user in your BC OnLine account has a "User Mailbox" which only they can view.
- Firm's BC OnLine **Account Mailbox**
  Your BC OnLine account has a central "Account Mailbox" which anyone in your firm can view. If you set your delivery options so that printable items go here, anyone in your firm can see them.
- **Email** Inbox
  You can set your delivery options so that printable items go to an email inbox. Note that email messages can "go missing" due to internet provider problems and other issues beyond BC OnLine's control.

If you choose **User Mailbox** or **Account Mailbox**, the BC OnLine Mailbox button will turn yellow to alert you when new items arrive.

If you choose **Email**, the BC OnLine Mailbox button will *not* change colour. Make sure to check your email inbox frequently for new items.

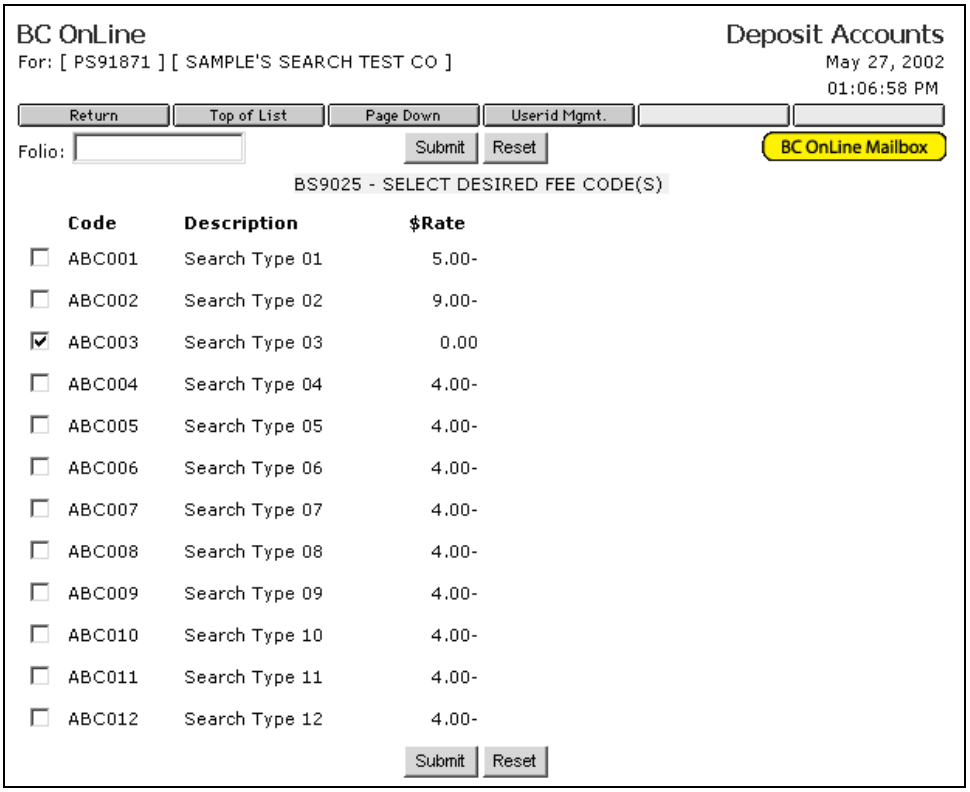
For details on setting up Product Delivery Options and using your BC OnLine Mailbox, see the *Account Management User's Guide* and the *Mailbox User's Guide*, available on the BC OnLine web site.

Appendix 1: Zero Dollar Fee Codes

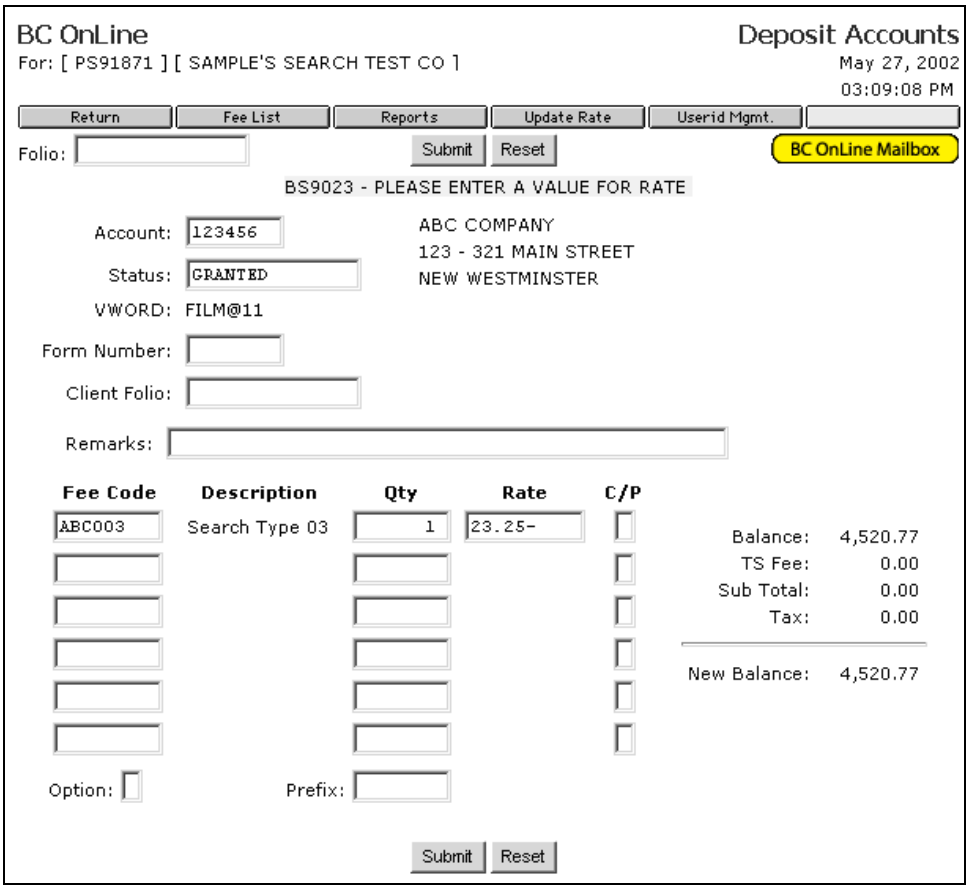
The cost of many fee codes is fixed at a standard rate (e.g., a simple search might cost $4.00). However, some services vary in cost, depending on a number of factors. The Deposit Account System lets you enter variable fees by using “zero dollar” fee codes.

The following example starts in the Fee Code Selection screen, but if you are familiar with the zero dollar fee codes that are available to you, you can just enter them in the Charge Entry screen instead.

In the illustration below, the zero dollar fee code ABC003 has been selected.



Click the **Return** button in the BC OnLine button bar to return to the Charge Entry screen.



When you return to the Charge Entry screen, the fee code you selected appears in the Fee Code field. When you choose a zero dollar fee code, the system also opens up a Rate field for you to fill in. In the example above, a rate of $23.25 has been entered in the Rate field.

When the screen is complete, click **Submit** as you normally would to complete the transaction and charge the fee to the customer's BC OnLine Deposit Account.

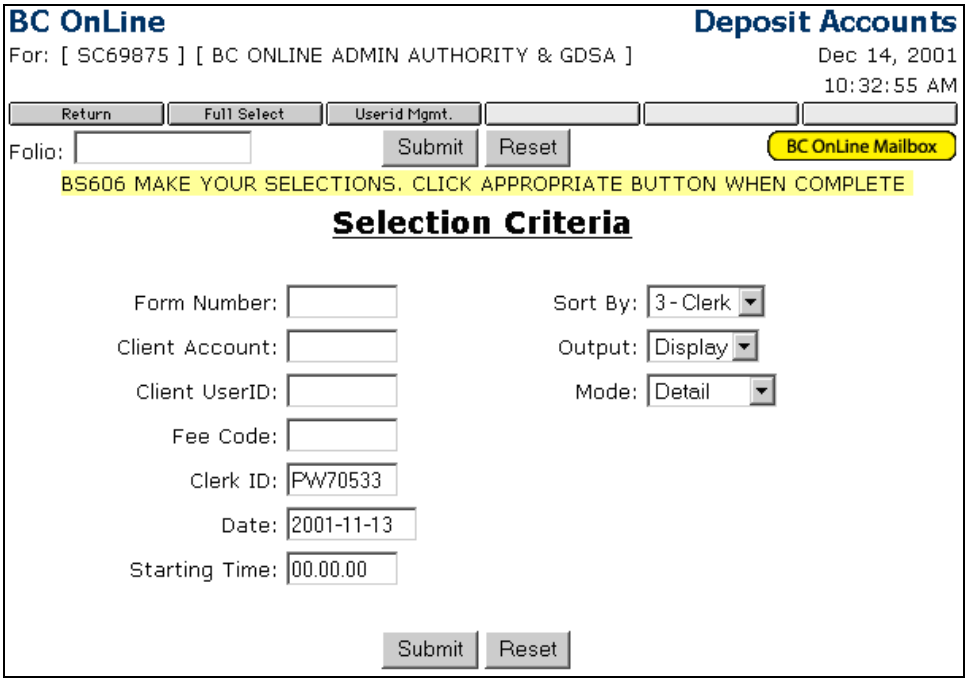
Appendix 2: Example Reports

The following pages contain example reports, illustrating how to fill in the Selection Criteria screens.

You may alter them as you choose, but a word of warning: depending on the selection criteria that you specify, you could produce very large reports. Approximately 18,000 records are added to the Deposit Account System on any given day. Take care to enter enough selection criteria to narrow your search down to manageable size.

Display All Charges from a Given Day

To display all charges you applied on a given day, begin in the Charge Entry screen. Click **Reports** in the BC OnLine button bar to go to the Brief Selection Criteria screen.



By default, your BC OnLine userid will appear in the Clerk ID field, and the current date will appear in the Date field. (To display what someone else has done on another date, you could change these fields).

In the Date field, enter the *`date`* in the year-month-day format (for example, to enter a date of November 5th, 2001, you would type `2001-11-05`).

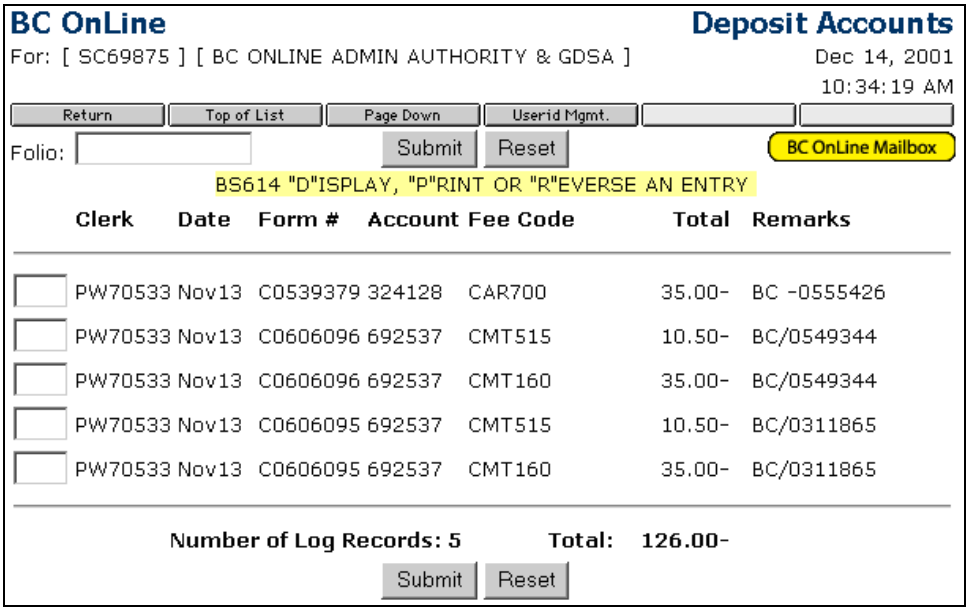
Set the Sort By option to **3-Clerk**.

Set the Output option to **Display**.

Set the Mode option to **Detail**.

Click **Submit**.

A Brief Selection Criteria screen like the previous example will produce a report something like this:



BC OnLine **Deposit Accounts**

For: [SC69875] [BC ONLINE ADMIN AUTHORITY & GDSA] Dec 14, 2001 10:34:19 AM

Return | Top of List | Page Down | Userid Mgmt. | | | BC OnLine Mailbox

Folio: Submit Reset

BS614 "D"ISPLAY, "P"RINT OR "R"EVERSE AN ENTRY

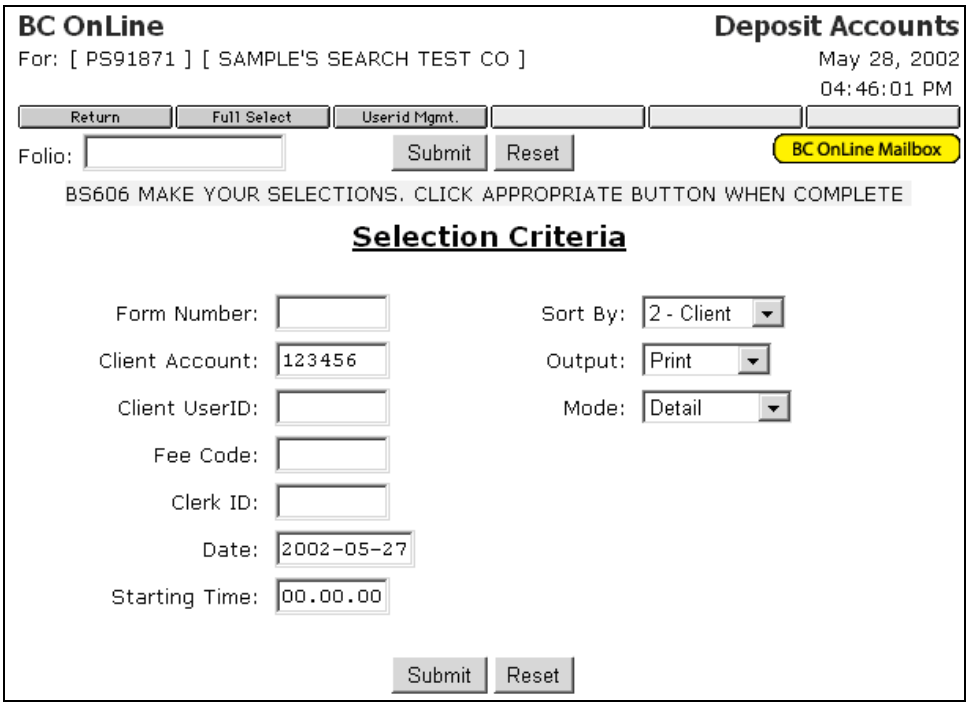
	Clerk	Date	Form #	Account	Fee Code	Total	Remarks
	PW70533	Nov13	C0539379	324128	CAR700	35.00-	BC -0555426
	PW70533	Nov13	C0606096	692537	CMT515	10.50-	BC/0549344
	PW70533	Nov13	C0606096	692537	CMT160	35.00-	BC/0549344
	PW70533	Nov13	C0606095	692537	CMT515	10.50-	BC/0311865
	PW70533	Nov13	C0606095	692537	CMT160	35.00-	BC/0311865

Number of Log Records: 5 **Total: 126.00-**

Submit Reset

Print Yesterday's Charges against One Account

To print yesterday's transactions involving a particular customer account, begin in the Charge Entry screen. Click **Reports** in the BC OnLine button bar to go to the Brief Selection Criteria screen.



In the Client Account field, enter the customers' *account number*.

In the Date field, enter *yesterday's date*. Enter the date in the year-month-day format (for example, to enter a date of November 5th, 2001, you would type `2001-11-05`).

Set the Sort By option to **2 - Client**.

Set the Output option to **Send to Mailbox**.

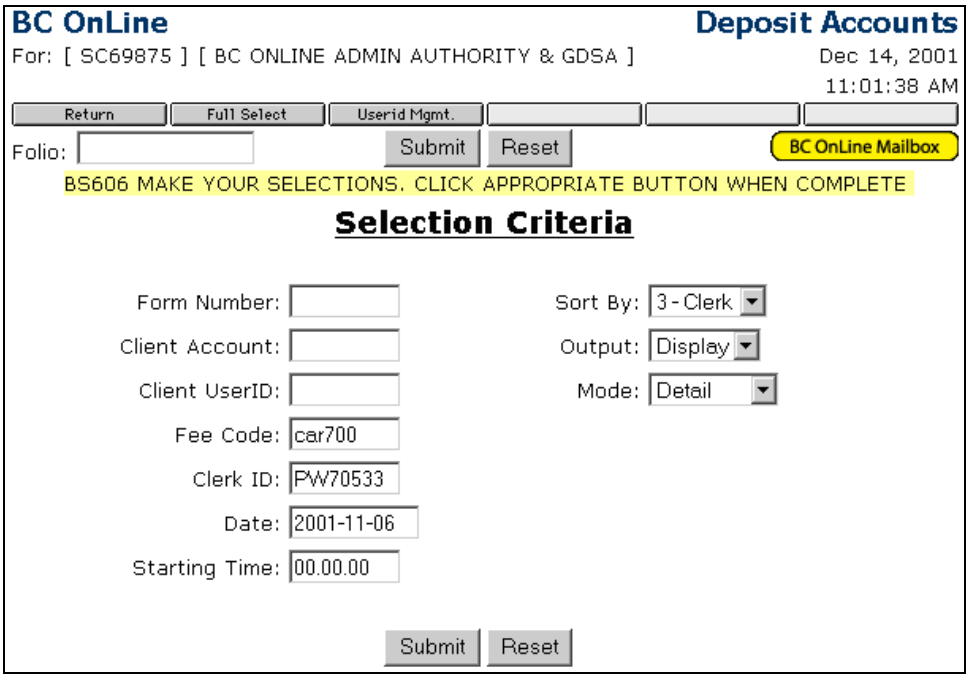
Set the Mode option to **Detail**.

Click **Submit**.

A detailed report of the customer's account activity from the previous day will go the destination specified in your product delivery settings (see Product Delivery Options on page 25). If the customer uses BC OnLine for other purposes, the report will also include all BC OnLine searches and registrations that the customer has performed, in addition to their Deposit Account activity.

All Transactions by One Clerk with One Fee Code on One Day

To display all transactions applied by a particular clerk, involving a particular fee code on a single day, begin in the Charge Entry screen. Click **Reports** in the BC OnLine button bar to go to the Brief Selection Criteria screen.



In the Fee Code field, enter the *fee code* you are interested in.

In the Clerk ID field, enter the clerk's *BC OnLine Userid*.

By default, the current date will appear in the Date field. (To display a report for a different date, you could change this field).

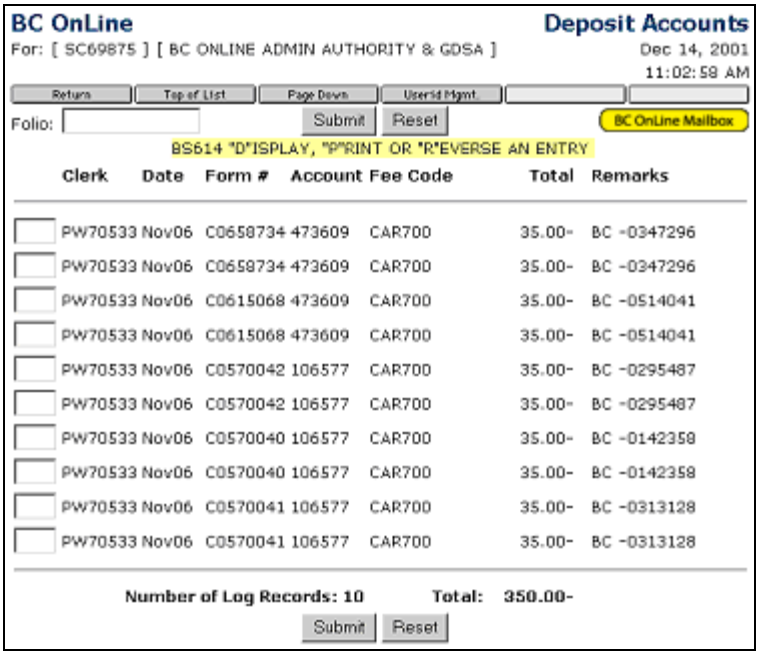
Set the Sort By option to **3 - Clerk**.

Set the Output option to **Display**.

Set the Mode option to **Detail**.

Click **Submit**.

A Brief Selection Criteria screen like the previous example will produce a report something like this:



BC OnLine **Deposit Accounts**

For: [SC69875] [BC ONLINE ADMIN AUTHORITY & GDSA] Dec 14, 2001 11:02:59 AM

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Folio: Submit Reset BC OnLine Mailbox

BS614 "D"ISPLAY, "P"RINT OR "R"EVERSE AN ENTRY

	Clerk	Date	Form #	Account	Fee Code	Total	Remarks
	PW70533	Nov06	C0658734	473609	CAR700	35.00-	BC -0347296
	PW70533	Nov06	C0658734	473609	CAR700	35.00-	BC -0347296
	PW70533	Nov06	C0615068	473609	CAR700	35.00-	BC -0514041
	PW70533	Nov06	C0615068	473609	CAR700	35.00-	BC -0514041
	PW70533	Nov06	C0570042	106577	CAR700	35.00-	BC -0295487
	PW70533	Nov06	C0570042	106577	CAR700	35.00-	BC -0295487
	PW70533	Nov06	C0570040	106577	CAR700	35.00-	BC -0142358
	PW70533	Nov06	C0570040	106577	CAR700	35.00-	BC -0142358
	PW70533	Nov06	C0570041	106577	CAR700	35.00-	BC -0313128
	PW70533	Nov06	C0570041	106577	CAR700	35.00-	BC -0313128

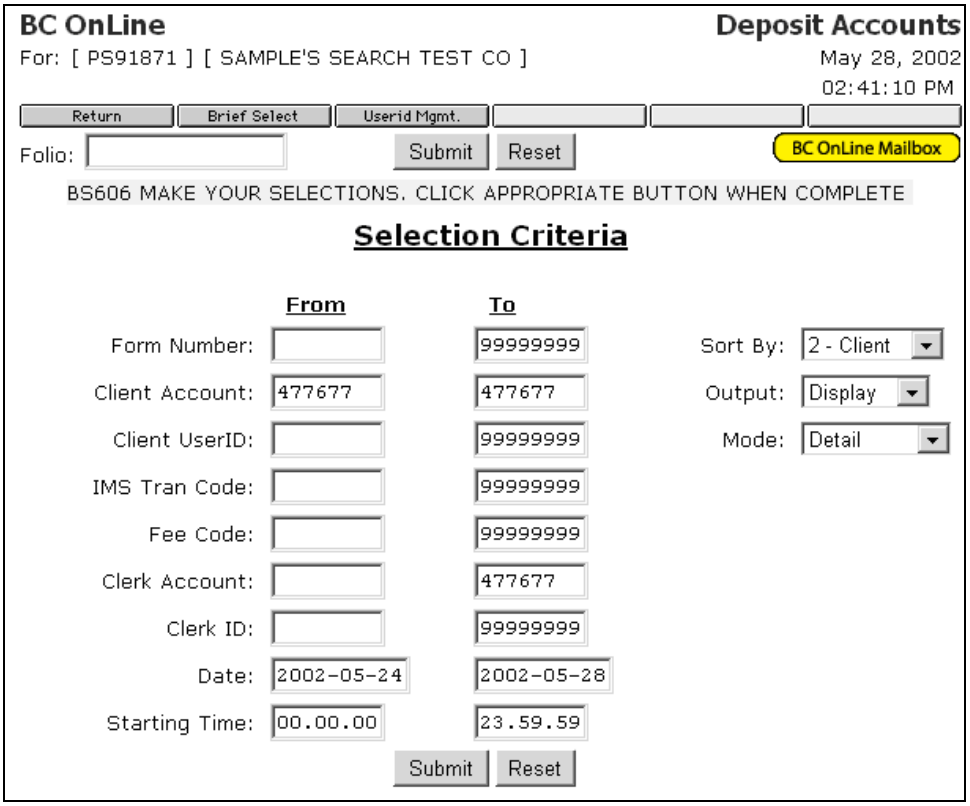
Number of Log Records: 10 **Total: 350.00-**

Submit Reset

Display All Charges Applied to an Account Over Five Days

To find all charges that have been applied to a particular account over a five-day period, begin in the Charge Entry screen. Click **Reports** in the BC OnLine button bar to go to the Brief Selection Criteria screen.

In the Brief Selection Criteria screen, click **Full Select** to go to the Full Selection Criteria screen.



In both of the Client Account fields (From and To), enter the customers' *`account number`*. Make sure to remove any extra 9s in the To field.

In the Date fields, enter the *`beginning of the date range`* in the From field, and the *`end of the date range`* in the To field. Enter the date in the year-month-day format (for example, to enter a date of November 25th, 2001, you would type `2001-11-25`).

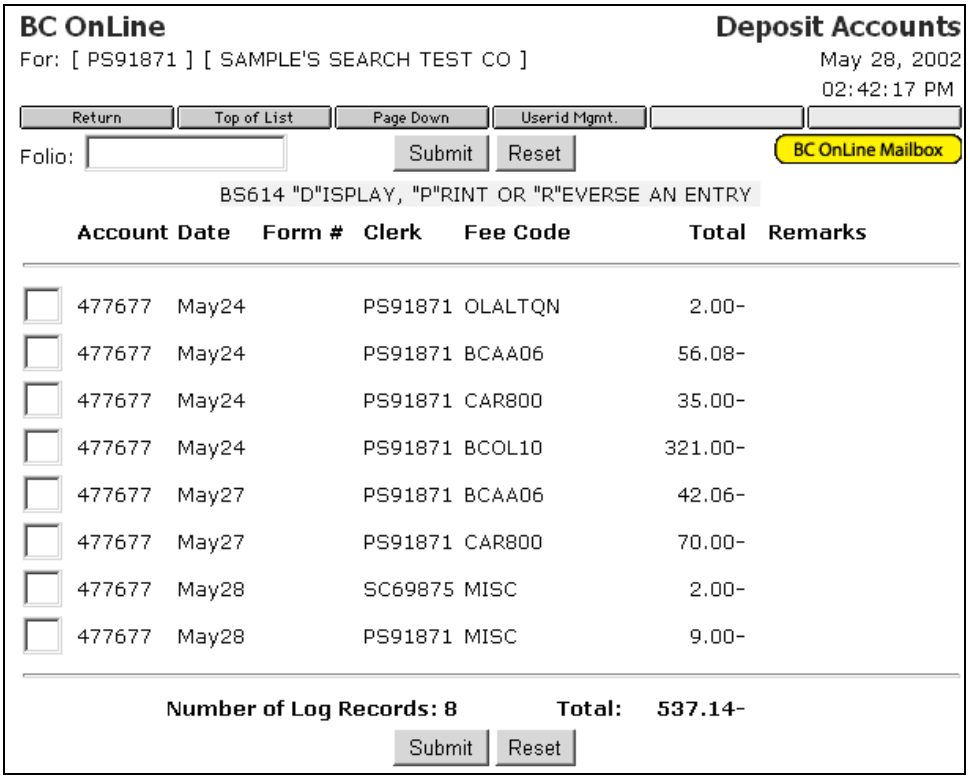
Set the Sort By option to **2 - Client**.

Set the Output option to **Display**.

Set the Mode option to **Detail**.

Click **Submit**.

A Full Selection Criteria screen like the previous example will produce a report something like this.



BC OnLine **Deposit Accounts**

For: [PS91871] [SAMPLE'S SEARCH TEST CO]

May 28, 2002
02:42:17 PM

Return | Top of List | Page Down | Userid Mgmt. | | |

Folio: Submit Reset BC OnLine Mailbox

BS614 "D"ISPLAY, "P"RINT OR "R"EVERSE AN ENTRY

	Account	Date	Form #	Clerk	Fee Code	Total	Remarks
☐	477677	May24		PS91871	OLALTQN	2.00-	
☐	477677	May24		PS91871	BCAA06	56.08-	
☐	477677	May24		PS91871	CAR800	35.00-	
☐	477677	May24		PS91871	BCOL10	321.00-	
☐	477677	May27		PS91871	BCAA06	42.06-	
☐	477677	May27		PS91871	CAR800	70.00-	
☐	477677	May28		SC69875	MISC	2.00-	
☐	477677	May28		PS91871	MISC	9.00-	

Number of Log Records: 8 **Total: 537.14-**

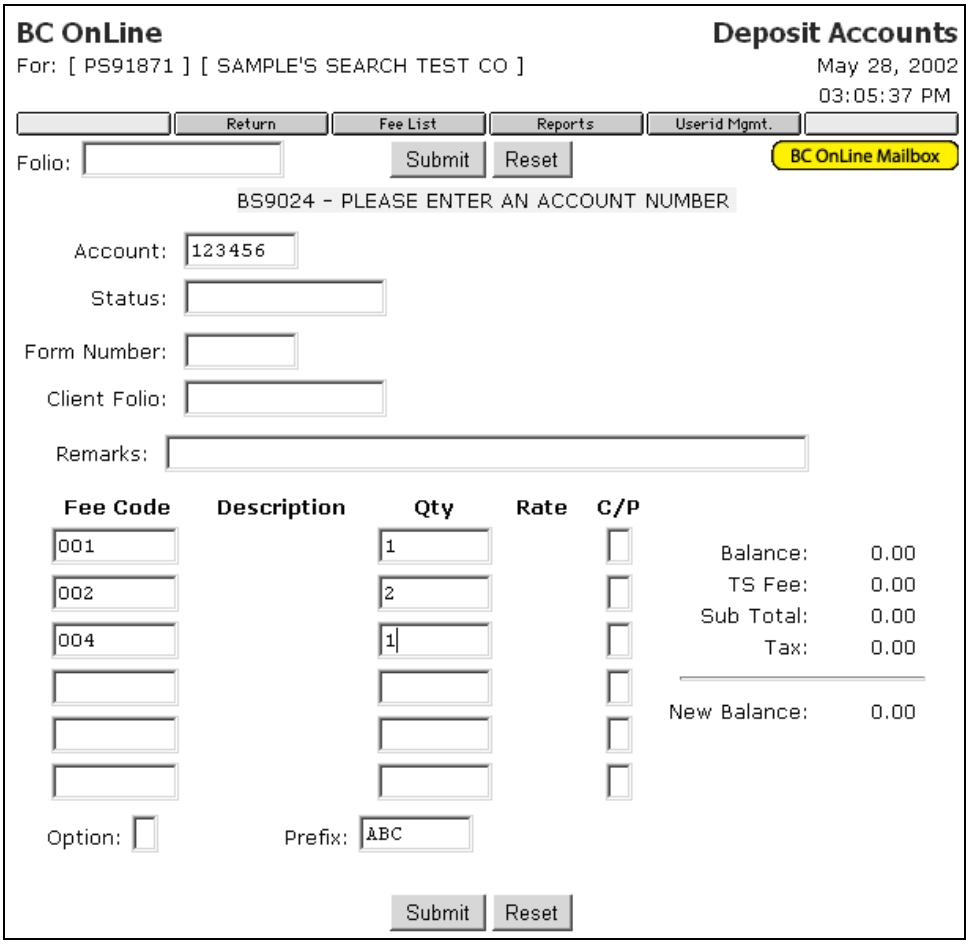
Submit Reset

Appendix 3: Setting the Prefix Field

Use the Prefix field to reduce repetitive data entry in the Fee Code column. If many or all of your organization's fee codes begin with the same characters, setting the Prefix field can make things easier for you.

For example, assume that your organization uses 100 fee codes, ranging from ABC001 to ABC100. The first part of these codes (ABC) stays the same, while the second part (001 to 100) changes. If you enter ABC in the Prefix field, the system will automatically prefix ABC to the contents of the Fee Code fields.

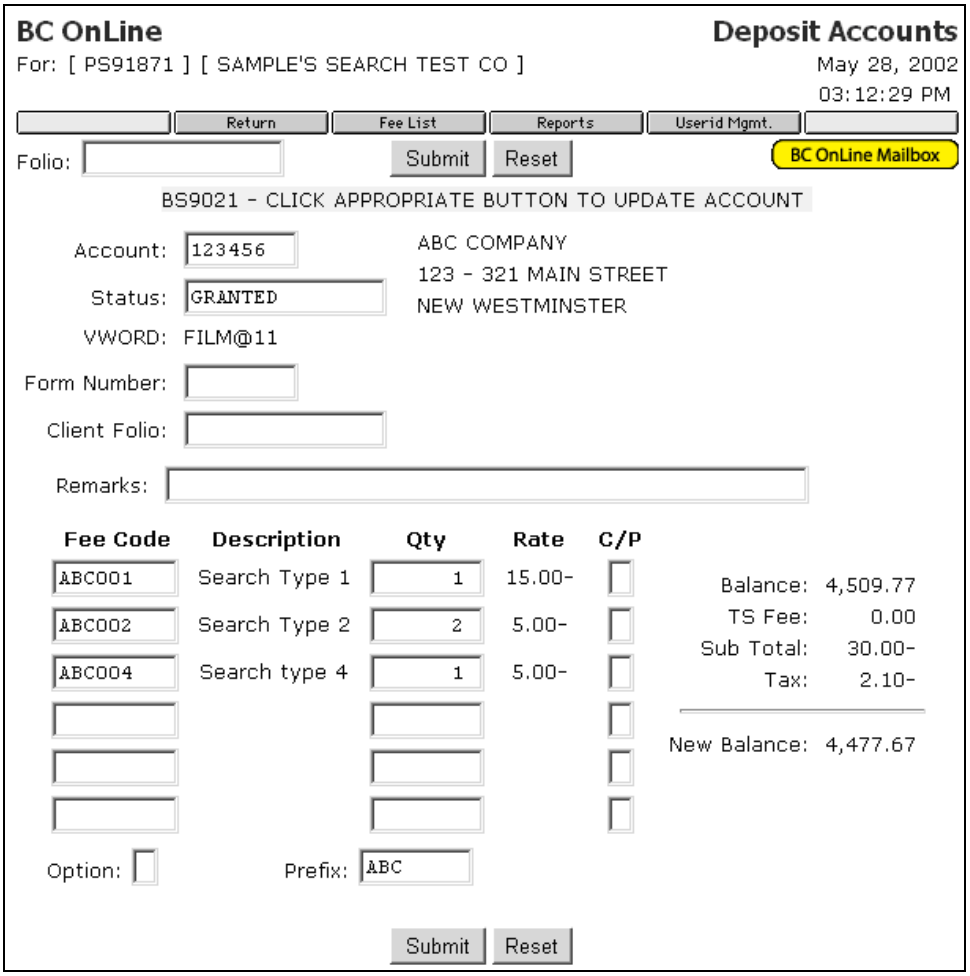
The following example Charge Entry screens illustrate how the Prefix field works.



The Charge Entry screen above shows the Account field filled in with the customer's account number, and the Quantity fields filled in to indicate how many of each fee code will be charged to the account.

The Prefix field is set to ABC and the first three Fee Code fields contain `001`, `002`, and `004`.

When you click **Submit**, the contents of the Prefix field will be prefixed to each fee code, as shown in the following screen.



The Prefix field remains as you set it, even between sessions. If you decide that you no longer wish to use the Prefix field, simply delete its contents.

Caution

Be careful using the Prefix field. The Prefix field will **always** be added to whatever you type in the Fee Code column. If your Prefix is set to ABC, and you try to use a fee code of FIN03, the system will put ABC in front of FIN03 and produce ABCFIN03 (an invalid fee code).

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